



TECHNICAL INFORMATION BULLETIN

TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Randy Porter, Chairman

Lynn Questell, Executive Director

Wireless and VoIP - Network Operations Centers / Subscriber Assistance

Listed below is a revised list of the trouble reporting centers for various wireless and VoIP service providers or related service provisioning agencies. **PLEASE POST THIS IN ALL DISPATCH CENTERS.**

Notify the appropriate agency to report misrouted calls, request help with tracing a call, or other urgent issues. Please notify me if you discover errors with this list or find I've left a needed number off the list. **For an additional listing of numbers go to <http://nena.org/companyid/cid.asp>.**

Company	Provisioning Company	Telephone Number for Network Related Problems (Misrouted Calls, etc.)	Telephone Number for Subscriber Issues (Call trace, etc.)
Advantage***	TCS	615-536-1030	
Alltel***	Intrado	501-607-4594	
AT&T Mobility (Cingular)	TCS	800-635-6840	800-635-6840
Cellular South	?	601-941-2882	
Charter (VoIP)		866-229-0111 then Option 2	
ClearTalk***	TCS	731-928-4800 (Limited hours)	
Comcast (VoIP)	Intrado	800-839-6707	
Compass (VoIP)	Not applicable	800-959-3749 (TCS for now)	
Cricket***	TCS	866-688-6058**	
Eloqui (See US Cellular)	Intrado	800-550-0384 (8-7:30 EST)	
Frontier(Wireless issues--stand-alones)	Intrado	800-565-1619	
Intrado (Wireless issues)	Not applicable	800-514-1851	
Intrado (VoIP issues)	Not applicable	800-357-4911	
Level 3 (VoIP)	TCS	877-453-8353	
Nextel***	Intrado	866-398-3284	
Onstar	Not applicable	866-866-5006	
Sprint/Nextel***	Intrado	866-398-3284	888-877-7330
Suncom / Triton	Intrado	877-372-8300	
TCS (Wireless & VoIP)	Not applicable	800-959-3749	
T-Mobile	?	888-662-4662	973-292-8911
Time Warner(VoIP)*	Intrado	800-875-9489	
Tracfone		800.820.8632	
US Cellular	Intrado	224-653-3100	630-875-8270 Opt. 1
Verizon***	TCS	866-899-8998	800-451-5242
Vonage (VoIP)	TCS	866-293-5674	
West KY(formerly Yorkville)***	TCS	731-643-6121	
XO Communications		800-464-4402	

*May show MCI in the LEC field of the ALI record **Consider getting a password in advance to expedite future assistance

*** These wireless carriers use handset (GPS) based location technology. Others are triangulation based.

Contact: Rex Hollaway, Director of E-911 Technical Services
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